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ABSTRACT

This is one of a series of workbooks in consumer education which would also be useful in English as a Second Language (ESL) classes. In addition to textual material, each lesson is illustrated with pen-and-ink drawings and contains various types of short exercises to check comprehension and vocabulary. (AMH)

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Repairs Without Rip-offs

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U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
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WORKBOOKS IN THIS SERIES:

SURVIVAL AT THE SUPERMARKET

DRESS FOR LESS

REPAIRS WITHOUT RIP-OFFS

SO YOU WANT TO BUY A CAR?

BUYING ON CREDIT

For Repairs Without Rip-Offs
International Standard Book Number: 0-88436-505-0

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Introduction

Larry is angry. He is angry with himself and he is angry with Mr. Smith. He thinks he got ripped-off. Read the story below. What do you think?



You didn't fix my radio! You didn't fix my radio and now you want my money too. I have a warranty. It says I don't have to pay for repairs.



Yes, but you didn't read the whole warranty. It's only good if you don't try to fix the radio yourself!



Just pay your bill. It's not my fault you tried to fix that radio yourself.

You would never have known I tried to fix it. I told you that myself.



Besides, this bill is for ten dollars. When I asked you for an estimate, you told me not to worry about it. Ten dollars is a lot of money. That makes me worry.

Larry did several things wrong. So did Mr. Smith. Can you tell what they are? Circle them.

Circle the things you think Larry did wrong:

Get a radio with a warranty.

Did not read the warranty well.

Asked for an estimate.

Left the repair shop without getting an estimate.

Worked on his radio himself.

Went to argue with Mr. Smith.

Now think about what you do when you get things repaired. Answer each question, YES or NO.

- | | |
|---|---|
| 1. Do you think that Smith's Repair Service was a good shop? _____ | 5. Was the estimate that Larry got a good one? _____ |
| 2. Do you know how to find a good repair shop? _____ | 6. Do you know what to do if your bill is much higher than your estimate? _____ |
| 3. Did Larry ask for and get an estimate? _____ | 7. Did Larry read his warranty carefully? _____ |
| 4. Do you always get an estimate for repair work before you have it done? _____ | 8. Do you read warranties carefully? _____ |

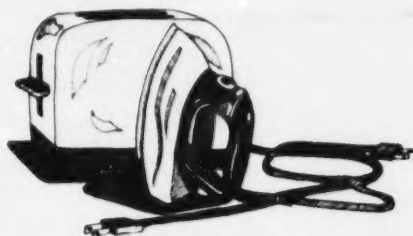
Did you answer "NO" on questions 2, 4, 6 or 8? When you finish this workbook, see how many of those answers you can change to "YES".

Chapter 1

WHAT IS A WARRANTY ANYWAY?

FIRST, HERE IS AN IMPORTANT WORD TO KNOW:

appliance (ăp PLĪ ěns) a machine that may be large or small and that is used in the home. Most appliances have to be plugged in. Some run on batteries. Most come with warranties when you buy them.



Here are some appliances you know already: toaster, stove, radio, curling iron.

CAN YOU THINK OF FIVE MORE APPLIANCES? List them on the lines below:

- | | | |
|----------|----------|----------|
| 1. _____ | 3. _____ | 5. _____ |
| 2. _____ | 4. _____ | |

WHAT IS A WARRANTY ANYWAY?

A *warranty* (WĂR rěn tee) or guarantee is a promise in writing. It tells you what the company that manufactured an appliance will do if the appliance breaks. It tells what the manufacturer will do if the appliance won't work. It tells how long the manufacturer's promise is good. Some warranties are for 90 days. Some may be for a year or more. It is important to know how long the warranty will be good.

IT IS IMPORTANT TO READ YOUR WARRANTY WHEN YOU BUY SOMETHING.

The warranty tells what the manufacturer will pay for if you have to get the appliance fixed.

READING A WARRANTY MAY NOT BE THE EASIEST THING IN THE WORLD. BUT DO IT ANYWAY. ASK QUESTIONS IF YOU DO NOT UNDERSTAND IT.

Here are some words to know when you read warranties:

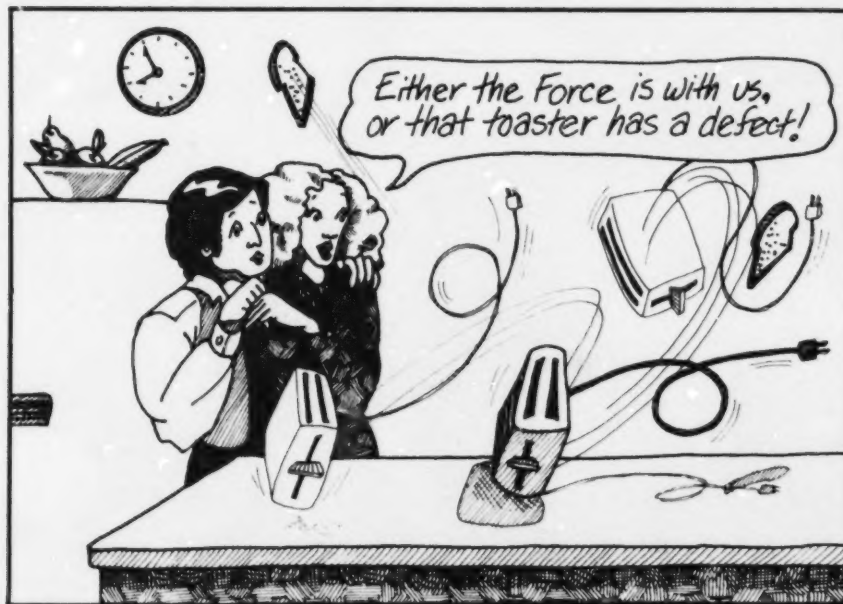
part (PÄRT) One of the small things that makes up a machine. A cord is a part on an electric curling iron. A key is a part on a typewriter. A transistor is a part on a radio.

Parts may break. They may be bad when you first buy an appliance in the store. If a part will not work after you first buy your appliance, it may have a **defect**.



WHAT'S A DEFECT? (DE fekt)

A part that is not made right. Parts that are not put together right at the factory. Parts that are made out of bad material. All of these things are **defects**.



TAKE A BREAK

Now fill in each space with the right word that rhymes

part — defect

Saul and Sandy Smart
Bought a toaster with a broken _____
This thing is a reject,
It has a bad _____
They took it right back to the Mart.

REPLACE OR REPAIR?

A good warranty will promise to give you another appliance if the one you bought has too many defects to be fixed. Otherwise the warranty promises to fix or repair the broken parts.

LABOR:



Getting something fixed takes work. This is called *labor*. Some warranties promise to pay for the work it takes to have a *defective* part fixed. . . .

But always read the warranty carefully — if you buy a refrigerator that has a defect — who has to pay if you need to return it to the store to have it fixed?

Transportation — *moving the appliance to the place where it will be fixed* — may be the owner's responsibility. This means that the owner has to pay for moving it.

PURCHASER (PŪR chās er)

The person who buys something.

EXCLUSIONS: (iks KLŪ shuns)

These are things that are not covered, — things that the warranty will not pay for, replace or repair. It is important to know what the *exclusions* or *limitations* on your warranty are.

Write the word for the work it takes to get something fixed on the line:



DON'T BE SURPRISED

Some warranties and guarantees are not easy to understand. One warranty may be a **FULL WARRANTY**. This does not mean that all of the repair for parts and labor will be covered by the manufacturer. Some **FULL WARRANTIES** do cover repairs on both parts and labor. **SOME DO NOT**. Don't get tricked. Always read the small print to see just what a full warranty covers.

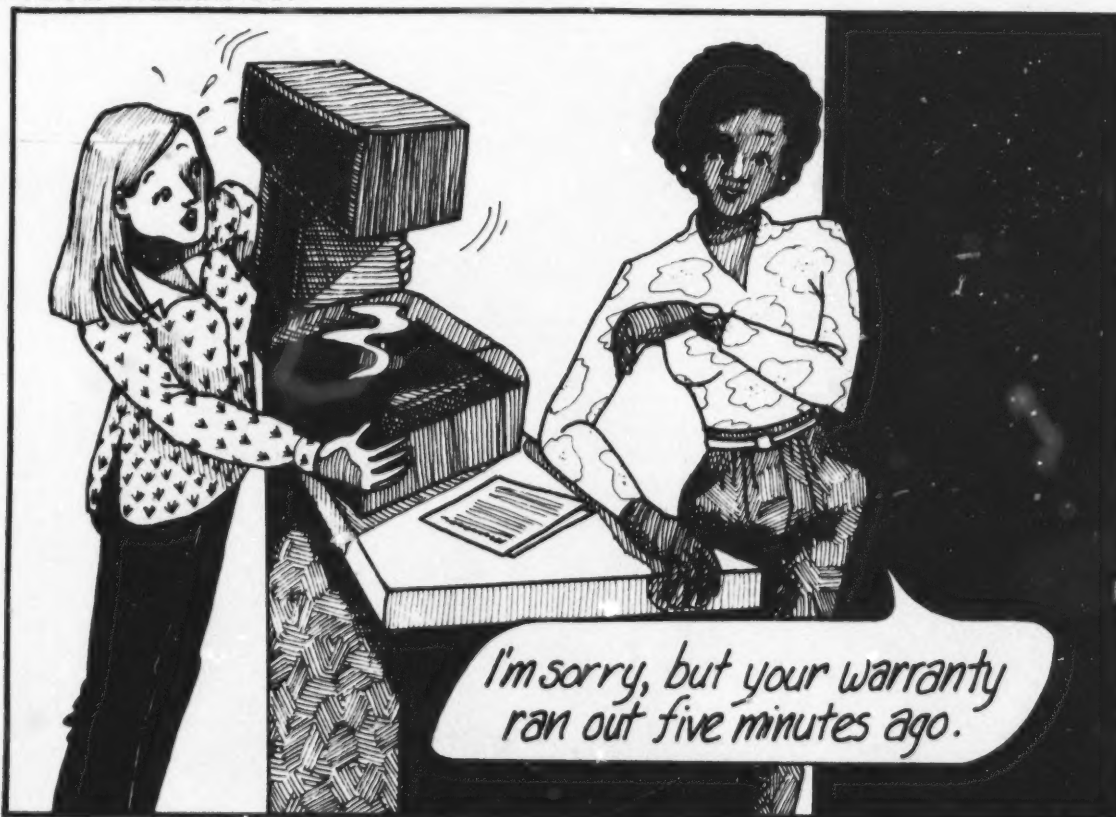
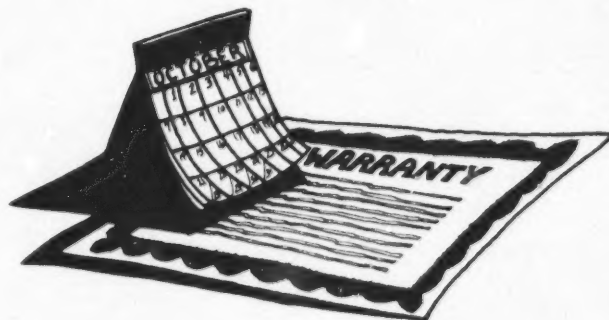
You may also see a warranty or guarantee that says **LIMITED WARRANTY**. This means that the manufacturer will cover only certain costs for repair or replacement.

ALL WARRANTIES HAVE A TIME LIMIT . . . SOME WARRANTIES HAVE DIFFERENT TIME LIMITS FOR DIFFERENT PARTS. MAKE SURE YOU KNOW THE TIME LIMIT ON YOUR WARRANTY.

MORE ABOUT TIME LIMITS:

Some warranties have time limits that begin when you buy the item. Other warranties have time limits that begin when the item is put up for sale in the store.

KNOW YOUR TIME LIMIT.



LET'S READ A WARRANTY

Look at each word in the box. Do you remember the words from what you just read? Find these words on the warranty at the right. Circle them lightly.

PARTS	LABOR	DEFECT
WARRANTY		EXCLUSION
PURCHASER		RESPONSIBILITY

Read the warranty carefully. Answer each question below. Circle YES or NO.

1. Will ACE Stereo pay to have the stereo installed? YES NO
2. Does the warranty cover parts and labor? YES NO
3. Does the warranty cover the cost of transportation to the place where the repair work is done? YES NO
4. If you buy the ACE stereo in Canada, is the warranty good? YES NO
5. Do you have to mail in the warranty card? YES NO
6. Will ACE pay for repairs after a year? YES NO

ACE STEREO WARRANTY

ACE Stereo model number 340 is warranted to the first retail purchaser as follows:

Parts & Labor Warranty:

Your component stereo is guaranteed for 90 days (NINETY) from the day of purchase. During this time, if any defect in material or workmanship should appear in any of the stereo components, ACE will make all necessary replacement or repairs at no charge to the purchaser for both parts and labor. ACE will pay for labor charges only on a "carry-in" basis; transportation of the component(s) to the ACE dealer is the purchaser's responsibility. After the 90-day warranty period, labor charges and replacement of parts are the purchaser's responsibility.

Exclusions:

Labor charges for delivery or installation are not covered by this warranty. This warranty service applies only to products purchased and serviced in the United States.

Instructions:

Save your warranty registration card. It is to be presented at the time service is performed in order to obtain the benefits of this warranty.

ACE CONSUMER APPLIANCES
100 Main Street
Everytown, U.S.A.

READ THIS WARRANTY

FULL ONE YEAR WARRANTY ON REFRIGERATOR

For one year from the date of purchase, when this refrigerator is operated and maintained according to owner's instructions attached to or furnished with the product, BUY-O will repair this refrigerator, free of charge, if defective in material or workmanship.

FULL FIVE YEAR WARRANTY ON REFRIGERATOR MOTOR

For five years from the date of purchase, when this refrigerator is operated and maintained according to owner's instructions attached to or furnished with the product, BUY-O will repair the motor, free of charge, if defective in material or workmanship.

The above warranty coverage applies only to refrigerators which are used for storage of food for private household purposes.

Warranty service is available by simply contacting the nearest BUY-O store or Service Center throughout the United States.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

BUY-O, INC.
124 Tower Road
Detroit, Michigan

READ ANOTHER WARRANTY

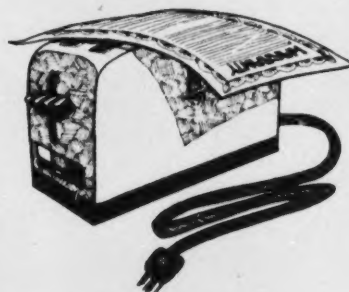
Read the warranty on page 12 carefully.
Answer each question below. Circle YES
or NO.

1. If something goes wrong with the refrigerator in the first year because of a defect, will BUY-O have it fixed or replaced for free? YES NO
2. Will BUY-O pay for repairs on the refrigerator motor if something goes wrong when the refrigerator is three years old? YES NO
3. Will the warranty cover the refrigerator if it is used in a church? YES NO
4. Will this warranty cover parts but not labor? YES NO
5. Do you have to mail in or save a warranty card for this warranty to be good? YES NO



HERE ARE SOME GOOD QUESTIONS TO ASK YOURSELF EVERY TIME YOU READ A WARRANTY:

1. Does the warranty cover repair and replacement if needed?
2. Does the warranty cover *all* parts?
3. Does the warranty cover labor needed to make repairs?
4. How long is this warranty good for?
5. Does the warranty have a card that must be mailed in or saved to make it good?



1. A part that is not made right or made from bad material or that will not work right may have a _____.

2. It is important to read the _____ when you buy an appliance.

3. A good warranty will cover or pay for both a bad part and the _____ it takes to fix it.

4. If a warranty says that the transportation for repairs is the *purchaser's responsibility*, it means that the person who bought the appliance has to _____ to have it taken to be repaired.

5. If something has too many defects to be fixed, a good warranty will promise to _____ it.

- a) repair b) replace c) transport

Chapter 2

FINDING THE RIGHT REPAIR SHOP



REPAIR (rē PAIR)

To fix something that is broken or not working right.

Can you think of an appliance that you have had repaired? What was it? Write the name of the thing you had repaired on this line: _____

HOW DID YOU FIND A REPAIR SHOP FOR THE APPLIANCE?

Here are some words to know:

WARRANTY
REFERENCE
YELLOW PAGES

Here are some simple rules for finding repair shops. How many of these rules do you follow already?

RULE 1

First check your warranty. See if the warranty covers repairs. See if the warranty says where you should have the appliance repaired. The warranty may list the names of places that have **FACTORY AUTHORIZED SERVICE**.

Factory authorized service means that the repair shop is supposed to have the special parts and the know-how to fix appliances made by a certain company. The manufacturer may only guarantee the work of a Factory Authorized Shop. Look for a repair shop that has factory authorized service for your appliance.



WHAT IS THE NAME FOR REPAIR SERVICE THAT HAS THE SPECIAL KNOW-HOW AND PARTS AND THE MANUFACTURER'S OK TO REPAIR APPLIANCES MADE BY A CERTAIN COMPANY? _____

RULE 2

Ask for references. (RĚF ěr ěn ces)

The next rule is that if you don't know of a place with factory authorized service, ask for references. A *reference* is information from someone who has used a person or service before.

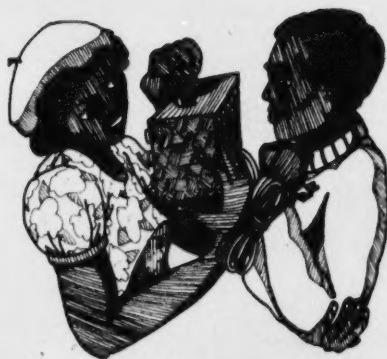
Call the place where you bought the appliance. Ask them if they can give you the name of a good repair shop.

Ask your friends and relatives if they can refer you to a good repair shop.

Once you have the name of some repair shops, you can call the **BETTER BUSINESS BUREAU**. See if the Better Business Bureau has had any *complaints* about the repair shops you are going to try.

BETTER BUSINESS BUREAU:

An organization that helps consumers and businesses work together. The Better Business Bureau helps make businesses keep their promises to consumers. Consumers go to the Better Business Bureau with many kinds of problems. If a business does not do a good job, it can be reported to the Better Business Bureau.



Ask for references.

RULE 3

Look for a repair shop in the **Yellow Pages**.

YELLOW PAGES PRACTICE

Do you know how to find a repair shop in the **Yellow Pages**?

Here's what you do.

1. Turn to the index in the **Yellow Pages**.
2. Look under the name of the appliance you need to have repaired. For example. Television — Then look under Service and Repair.

CLAIR'S TV & RADIO SERVICE	
REPAIRING SINCE 1941 PROMPT SERVICE	
171 Selby Av	225-7660
CURLY'S TV & AUDIO	
PLAINVILLE - LITTLE CANADA	
AUTHORIZED SALES & SERVICE	
SYLVANIA TV - PIONEER	
SANYO - COBRA - REGENCY	
PANASONIC MICRO WAVE OVENS	
SERVICE ON MOST MAKES	
2750 N Rice	483-0745
CURTIS MATHES AUTHORIZED SERVICE—	
FACTORY AUTHORIZED SERVICE	
CURTIS MATHES CENTERS	
2103 Hudson Rd	735-8730
300 White Bear Av	770-2328
Custom Auto Radio & Tape 1930 Rice	489-2727
DAKOTA TV SERVICE	
RCA Zenith Magnavox Service	
6015 Lyndale Av S Minneapolis	861-4131

What would you look under if you needed to have a watch repaired:

REPAIR SERVICES APPLIANCES
WATCHES
(Circle the answer)

If you look under WATCHES in the index, it may say:

WATCHES: see jewelers

So to find a repair shop for your watch, what do you have to look under?

WATCHES JEWELERS
 REPAIRS
(Circle the answer)

LEARN TO USE THE YELLOW PAGES.



NOW LET'S READ SOME ADS FROM THE YELLOW PAGES.

CLAIR'S TV & RADIO SERVICE
 REPAIRING SINCE 1941
 PROMPT SERVICE
 371 Main 225-7660

ST PAUL
 570 BOLTON AVE.
646-7188

Free Estimate On Carry-in TV's

EL RANCHO REPAIRS



Guaranteed on-time TV service
 In or out of warranty!
 regardless of where purchased

*For prompt service, call us and make a date—we'll keep it or you pay no labor charges.

- Prompt local service
- Reasonable rates
- RCA specialists
- Portable TV & video recorders in home or drive-up service

*Service guaranteed by American Express. Must be made in work agreement.

SOUTHTOWN TV SERVICE

Magnavox

- Radio Dispatched
- One Day Service
- Warranty Service
- Commercial Service
- Antenna Installation
- Video Tape Service

861-4131
 8015 Lyndale Av. S.
 MINNEAPOLIS
 ACROSS FROM BACHMAN'S

Pioneers in Color Service Since 1954

Serving the Entire Mpls & Stp Area




FACTS OR PROMISES?

1. Find the ad that says one-day service. Do you think that the repair shop can make good a promise to fix any television in one day? _____ Do you think that this will always be true? _____
2. Find the shop that gives free estimates. Does it give free estimates if the repair person has to go to your home to look at your television? _____
3. Write the name of the repair service that will work in your home on this line _____
4. Which shop gives **FACTORY AUTHORIZED SERVICE** for RCA? _____
5. For how many brands does Southtown TV Service claim to have **FACTORY AUTHORIZED SERVICE**? _____
6. What do most of the ads promise? **ESTIMATES** or **PROMPT SERVICE** (quick or on-time) (Circle the answer.)

RULE 4

Get an estimate.

Find out if the repair service gives *estimates*. Always get an estimate if you are going to have repair work done. Get an estimate in writing if possible. An

estimate tells you what kind of repair is needed and how much it *should* cost. The estimate should be very close to the price on your bill.

Find a Repair Shop.

LOOK AT EACH CAPTION. WRITE THE CORRECT CAPTION UNDER EACH DRAWING.

The drawings will tell three things you can do to find a good repair shop.

1. Ask for an estimate.
2. Check the warranty — does it say where to get factory authorized service?
3. Look for a repair shop in the *Yellow Pages*.







ONCE AGAIN . . .



REPAIR SHOP SEARCH

Can you find the right word for each blank?

Use one of the words in the box to fill in each blank below.

REPAIR

WARRANTY

FACTORY AUTHORIZED SERVICE

ESTIMATE

REFERENCES

BETTER BUSINESS BUREAU

COMPLAINT

1. This is one organization that will help consumers with complaints about businesses. _____

2. Asking people to tell about a repair service or person they have used before is called getting

3. This repair shop has the special know-how, parts and OK from the maker of a certain product.
This repair shop has _____.
4. This may tell you the names of repair shops with **FACTORY AUTHORIZED SERVICE** for a
certain appliance. It is a _____.

A WORD ON RECEIPTS AND REPAIRS . . .



I've got to get my watch fixed as soon as I find my warranty.



Oh well...



Didn't you include a warranty or a receipt?

Nope.

LATER

They didn't fix it! They said I had to include a receipt or a bill of sale for the warranty to be good.



He who does not watch after warranty and sales slip should not watch for repaired watch from manufacturer.

What is the moral of this cartoon? Circle it.

1. Never buy watches because they break.
2. Always put your receipt where you can find it.
3. Don't send things to be repaired through the mail.

DOUBLE CHECK:

A receipt is your sales slip or bill of sale. You get one when you buy something. It shows how much you paid and the date. It should also show the name of the place where you made your purchase.

What is another word for your bill of sale? Write it on this line:

Chapter 3

COMPLAINT DEPARTMENT



WHEN TO COMPLAIN:

If you try to have a *defect* repaired and cannot get it done right, or have the product replaced, you may need to complain. If a manufacturer or store will not keep the promises they made in the warranty, you may need to complain.

What if your new toaster always burns your toast?

What if your new stereo always scratches your records? You may need to complain then too.

REMEMBER: SOME WARRANTIES ARE IMPLIED. THIS MEANS THAT NOTHING IS SAID IN WRITING BUT THE PROMISE IS MADE JUST THE SAME. By law, an appliance or

any other product must do what it is sold to do. A stereo must play records. A mixer must mix and a hair dryer must dry hair. You can complain if a product or appliance does not do what it is sold to do.

You can complain if the costs of repairs are much higher than the estimate you were given. This is why it is good to get your estimate in writing.

COMPLAINING IS NOT EASY. IT MAY TAKE A LONG TIME. BUT IT IS IMPORTANT TO MAKE A COMPLAINT IF YOU HAVE NOT BEEN TREATED FAIRLY.

DOUBLE CHECK: When nothing is said in writing but the promise is that a product must do what it is sold to do we call it an _____ warranty.

(Write the word here)

Do you know when to complain? Circle YES or NO.

1. You lose your receipt. The manufacturer will not repair your radio for free without the receipt. Should you complain? YES NO
2. You have a clock-radio repaired. The estimate was for \$20. The bill for repair work comes to \$39. Should you complain? YES NO
3. You have a hair dryer repaired. The estimate was for \$15. The repair bills say \$17. Should you complain? YES NO
4. Your warranty for a stove says that the manufacturer will pay for parts and labor for the repair of defects. But you cannot get the store to send anyone out and see what is wrong when the stove stops working. Should you complain? YES NO
5. The manufacturer will not replace a toaster that has too many defects to be repaired. Should you complain? YES NO
6. You put a television in the repair shop and they told you to pick it up in three weeks. Three months later, it still is not fixed. Should you complain? YES NO

WHO TO COMPLAIN TO

There are many different places to go with your complaints. Here are some of the places you should know about when you have to make a complaint about a repair service.

PRIVATE CONSUMER GROUPS

- Newspaper or television "Action Lines"
- Local and state consumer groups
- Consumer Federation of America
- Consumer's Union
- Nader's Public Citizens, Inc.



BUSINESS AND TRADE GROUPS

- Better Business Bureau
- Major Appliance Action Panel
- Assoc. of Home Appliance Manufacturers
- Chamber of Commerce



STORES THAT SELL THINGS

- Retailer (department store, appliance store)
- Wholesale or dealer
- Manufacturer



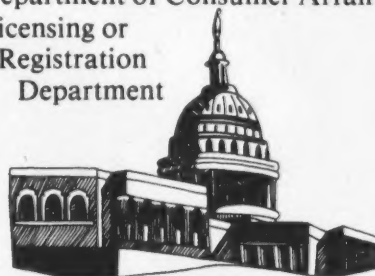
GOVERNMENT GROUPS

Federal

- Office of Consumer Affairs
- Interstate Commerce Commission
- Your congressman or senator

State and Local

- Your city councilman or alderman
- Department of Consumer Affairs
- Licensing or Registration Department



LEGAL

- Lawyer
- Small Claims Court
- State Courts
- Class Action Suits
- Legal aid



*NOT ALL STATES AND CITIES HAVE EACH OF THESE GROUPS OR GOVERNMENT DEPARTMENTS. WHICH ONES DO YOU HAVE IN YOUR AREA? CIRCLE THEM.

DO YOU KNOW WHERE TO COMPLAIN?

Write the name, address and telephone number for places you can complain about bad repair work in your town or city. Use the lines below.

PRIVATE CONSUMER GROUPS

Look at the chart on page 25 for help. Use your *Yellow Pages*. Use your library. Keep this page where you can find it in case you have to make a complaint about bad repair work.

LEGAL GROUPS

BUSINESS AND TRADE GROUPS

GOVERNMENT GROUPS

WRITE A COMPLAINT LETTER

Get the address for the consumer action line at your newspaper. Write a letter about a problem you had getting something repaired. Ask the action line to help you solve your problem. Do not mail the letter if you don't really need help.

Help Bill finish this letter. Use the correct word from the box below to fill in each blank.

Consumer Action Line
Midtown News
105 S. Fifth Avenue
Midtown, Texas 66870

Dear Action Line:

I took my radio to Smiley's Repair Shop. I also took my _____ and my _____ . Mr. Smiley gave me an _____ of what the repair work would cost. He said that my _____ was not good after 90 days so he did not need it. He told me to pick up my radio in three weeks. I did. But when I did the _____ was \$20 more than the _____ . I have the _____ in writing from Mr. Smiley. He says he will not give me my radio until I pay the bill. Please help me get my radio back. I will pay my bill. But I will not pay \$20 more than the _____ . The address of Smiley's Repair Shop is 2240 Avalon, Midtown, Texas.

Sincerely,

Bill A. Andrews
Bill A. Andrews

WORDS TO USE:

ESTIMATE WARRANTY RECEIPT BILL

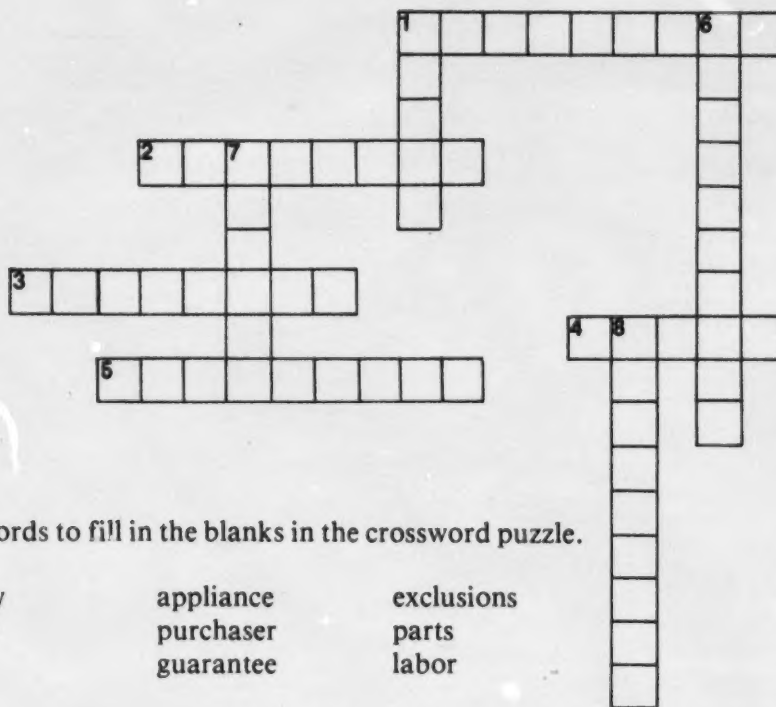


Chapter 4

ONCE AGAIN . . .



How well do you remember the words you need to know for REPAIRS WITHOUT RIP-OFFS?



Use these words to fill in the blanks in the crossword puzzle.

warranty
estimate
repair

appliance
purchaser
guarantee

exclusions
parts
labor

ACROSS:

1. A person who buys something is called the _____.
2. A written guarantee that comes with appliances is a _____.
3. To tell how much repair work will cost is to give an _____.
4. The work that it takes to repair something is called _____.
5. A warranty is a promise that the manufacturer gives. It might also be called a _____.

DOWN

1. The small divisions of a machine or appliance are called _____.
6. Problems or things not covered by a warranty are called _____.
7. To fix something is to _____ it.
8. A small or large machine that is used in the home is called an _____.

A GAME FOR TWO OR MORE PLAYERS:

PLAY THE REPAIRS WITHOUT RIP-OFFS GAME

On the next two pages is a game for you to play. It is to remind you how to get something repaired without getting ripped-off.

What to do: Cut out the warranty cards at the bottom of the next page. Turn them so that the warranty side is up.

Take turns picking up warranty cards. Move ahead the number of spaces on the warranty card. The first player to reach the "End Here" box wins.

1

2

3

1

1

2

3

1

1

2

3

1

BEGIN: Your radio needs repair		Go back to BEGIN You threw your warranty away.		
GO BACK 1 SPACE Your radio has been broken for a month . . . but your warranty ran out 1 day ago				
		You phoned the Better Business Bureau to check on the repair shops! AHEAD 2 SPACES		
	You kept your receipt and your warranty in a safe place. Your repairs are <i>free</i> . MOVE AHEAD 2 SPACES			

WARRANTY	WARRANTY	WARRANTY	WARRANTY
WARRANTY	WARRANTY	WARRANTY	WARRANTY
WARRANTY	WARRANTY	WARRANTY	WARRANTY

	MOVE AHEAD 1 SPACE You check your warranty for a possible repair shop		If you can remember the word for the work it takes to get something repaired, write it here _____ MOVE AHEAD 1 SPACE	
	You checked the Yellow Pages for the name of a repair shop MOVE 1 SPACE MORE	If you can remember the word for warranties that are not given in writing, write it here _____ MOVE AHEAD 2 SPACES		
		You remembered to ask for an estimate! MOVE AHEAD 2 SPACES		
				YOU FINALLY GOT YOUR RADIO REPAIRED END HERE

The

Repairs Without Rip-Offs Game

